

Terms & Conditions

We are delighted you have chosen the Isle of Arran and all it has to offer as your holiday destination and we really look forward to giving you a warm welcome here at Raven's Gully.

We would like to make you aware of our terms and conditions prior to your arrival and would therefore request you take a few moments to read them to allow your stay with us to be as pleasant and enjoyable as possible.

Please note these terms and conditions apply to all bookings made either in person, by telephone or online. We also reserve the right to amend these terms and conditions at any time without consultation.

Reservations

To secure your stay with us we will require either full settlement (if your dates are less than six weeks prior to your stay) OR a minimum deposit of 30% (if your dates are more than six weeks prior to your stay) . These payments MUST be made at the time of booking.

If booking through our online booking system we will confirm your booking to you via an email within 24 hours of your booking.

We have a minimum of 2 nights stay Policy

Please note, if you have chosen to pay a deposit to secure your stay and the balance is not received by the due date, we will contact you by both by email in the first instance and then by telephone to remind you. Should you fail to get back in touch with payment then we will have no other choice but to treat your holiday as a cancellation and your deposit will be non refundable.

Guest Cancellations

We really hope you don't have to but if for any reason you need to cancel your holiday then please let us know as soon as possible in order that we may assist you.

Please note that all cancellations must be made in writing by the person who made the booking and via the email address used for the booking to Raven's Gully directly.

If we receive this notice 6 weeks or more before the date of your booking starts, we will refund all the money you have paid except the deposit.

If we receive the notice less than 6 weeks before the date the booking starts, we will charge you 50 percent of the full amount for the accommodation, subject to the minimum deposit of 30 percent being retained.

If we receive your cancellation at 14 days or less before the booking starts we will be unable to offer a refund.

Ravens Gully is not liable for refunds or expenses you incur in the event we are prevented from fulfilling your booking as a result of circumstances beyond our control. Such circumstances shall include (but are not limited to) ferry cancellations, ferry disruptions, war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure") We therefore, strongly advise all our Guests to take out comprehensive holiday/travel insurance to cover cancellations, public liability, personal belongings, loss etc.

Deferring a Booking

Should you wish to defer your visit to Raven's Gully to a later date, then please let us know as soon as possible and subject to availability bookings may be transferred to a later date or a voucher to the full cost of your booking issued. Please note, this voucher can only be used once and has to be redeemed within 12 months from the date of issue. If your new date of booking is for a higher charge then this must be paid in full at the time of change. Please note that any changes will incur a charge of £50.00 to cover additional administration costs.

Raven's Gully Cancellations

If in the unlikely event we have to cancel your booking then we would notify you of the cancellation as soon as possible. A full refund of your payment made to Raven's Gully would be made promptly back to you. We would not accept any further liability.

Please note, we reserve the right to terminate a booking at any time if upon arrival the actions of guests are deemed detrimental to our site or to the comfort of other guests through unacceptable, anti-social behaviour. In such circumstances no refunds will be provided and you may incur further charges for any damage caused.

Arrival & Departure Times

Check in is between 4.00pm-7.00pm. Guests are advised to provide to us with their estimated arrival time to enable us to text or email the access code to your pod.

Guests are required to vacate their Pod by 10.00am on the day of their departure.

Should any Guests arriving on foot require pick up/drop off from the ferry terminal on the day of their arrival/departure dates we are more than happy to accommodate you, please just let us know in advance.

Damages

We take the utmost pride in our Pods and outdoor spaces and maintain them to a very high standard. We therefore reserve the right to claim from you the full cost of any repairs incurred, replacements or any exceptional cleaning necessitated by a negligent act by any member of your party. Any damage or breakages must be reported to us. Pods and associated outdoor spaces should be left in a clean and tidy state upon departure.

Food Allergies

Guests are responsible for checking for any allergy requirements of their group and that any food or foodstuffs provided does not contain those ingredients.

Smoking

All our Pods and outdoor areas are strictly no-smoking, this includes the use of e-cigarettes. We reserve the right to terminate your booking and claim from you any costs incurred from additional cleaning where we consider that this condition has been violated.

Liability

We do not accept any liability for any damage, loss, or injury to any member of your party or possessions, unless proven to be caused by a negligent act by ourselves. Please also note that car parking is limited to one space per Pod and guests using the car parking area do so at their own risk. We do not accept responsibility for any loss or damage to vehicles or their contents.

Complaints

We kindly request that any complaints be made to us directly during your stay in order that we may be given the opportunity to rectify any problems.

Outdoor Areas

We are a low noise policy site and therefore ask that any noise outside of the Pods is kept to a minimum, to ensure that all our guests on site can expect a quiet and relaxing stay.

The use of any fireworks, sparklers or Chinese lanterns are not permitted on our site. For use of fire pits and BBQ's please ensure you read our guidelines displayed within your Pod on arrival.

Fire Pits

Fire pits are used entirely at the guests own risk and must be used responsibly at all times. For your safety the **fire pits must remain in the designated positions** and must not be moved.

Dog Policy

Raven's Gully is a small, family run, peaceful and tranquil countryside retreat surrounded by farmland and livestock. As such we would ask all dog owners to respect the site grounds and surroundings at all times. We, like you love our furry friends but must ask you to adhere to a few rules for the comfort of all our guests, therefore the following dog terms apply:

1. Dogs must be under strict control at all times while in or at the Property;
2. Any fouling must be cleared up without delay;
3. The dog owner must bring the dog's bed or basket for sleeping in;
4. Dogs must not be left alone in or at the Property or elsewhere at any time;
5. Dogs must not lie on beds or furnishings, and hair must be cleared up before departing;
6. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so may incur subsequent charges;
7. You will be liable for any damage caused by your dog. Any damage must be reported to us immediately. Any additional cleaning required, that may incur an additional charge, will be at our discretion.
8. Young dogs (e.g. puppies) must be by prior arrangement of Raven's Gully.